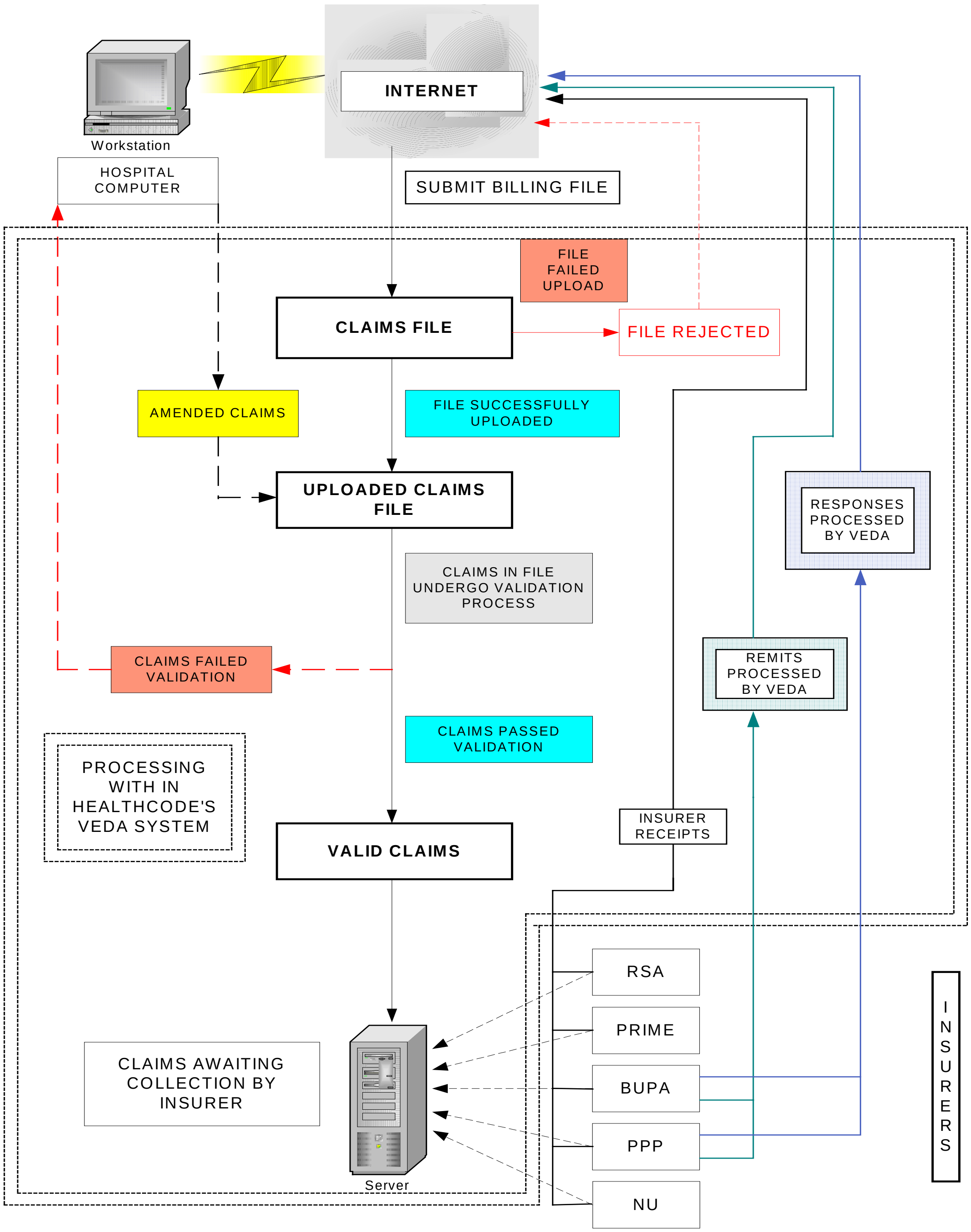
VEDA USER GUIDE

Version 2

1. VEDA DIAGRAM PROCESS

PROCESSING CLAIMS, REMITTANCES AND RESPONSES THROUGH VEDA



2.0 How to use the VEDA system

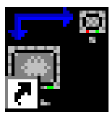
2.1 Introduction.

In order to ensure that the user opens the most recently stored pages and not cached pages, whilst accessing the VEDA secure site, a very specific configuration option needs to be selected in the browser properties. ***(See APPENDIX 1.)***

2.2 Accessing the Internet

Switch on the PC and ensure modem is connected and switched on, Log into windows as you normally would, when your PC boots up a screen appears with icons. This is called the desktop.

(NB: The Icon you would normally access EDI Billing through is now only for accessing archive claim information. Should you try to send claims through this an error message will appear. The description may differ.)



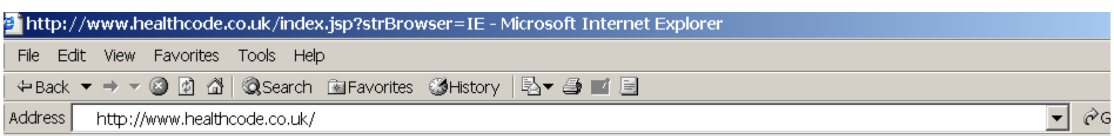
JEDI Claim System.pif

Ensure you have created your electronic bill on your Hospital Billing System and are ready to upload the claims onto the new **VEDA** system. Point your cursor on one of the following Internet icons and double click with the left hand button on the mouse.





This will open up your Web page. With the mouse, highlight the information displayed in the address field. Type in

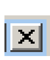


NB: Logging off the system and using the Internet Explorer icons

The following must be noted whilst using the Healthcode HTMLUS and Veda System. Performing any of the actions below will cause you to lock your user account & be logged out of the Healthcode website. Please do not use any of your usual browser buttons (below) while logged into any Healthcode system



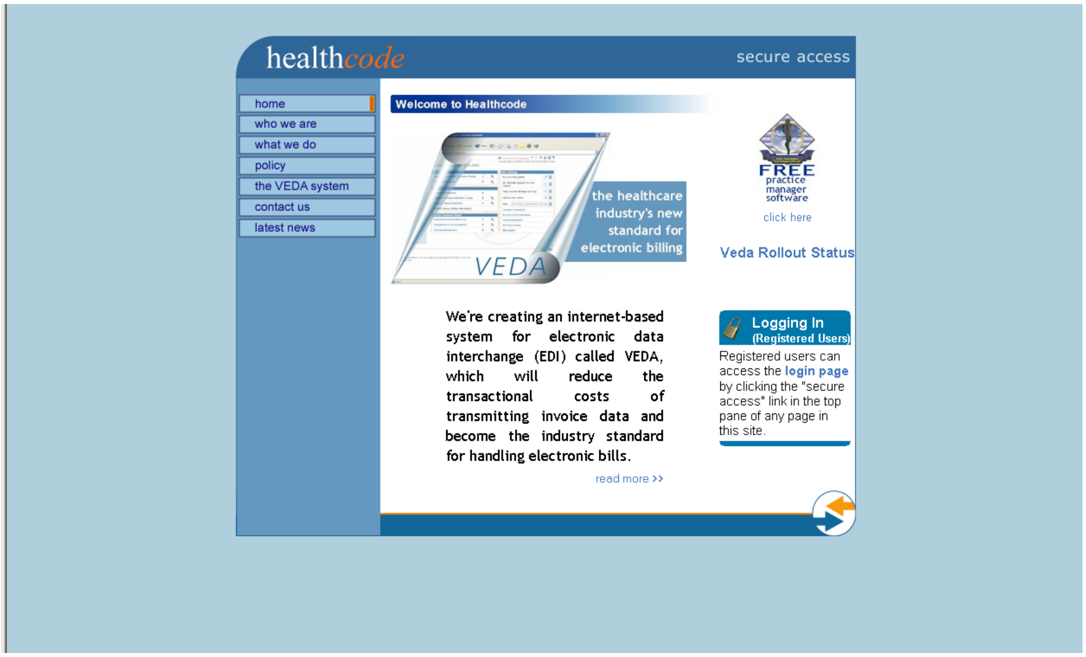
The refresh icon on your Internet Explorer should not be used to refresh / reload the page.

The close  icon, or the File, Exit command from your menu options should also not be used to close the browser window.

Do not type in another www address or select a website from your favourites without using the  button to logoff first.

3.0 Logging onto the Secure Site

This will be the first page displayed when you log into www.healthcode.co.uk

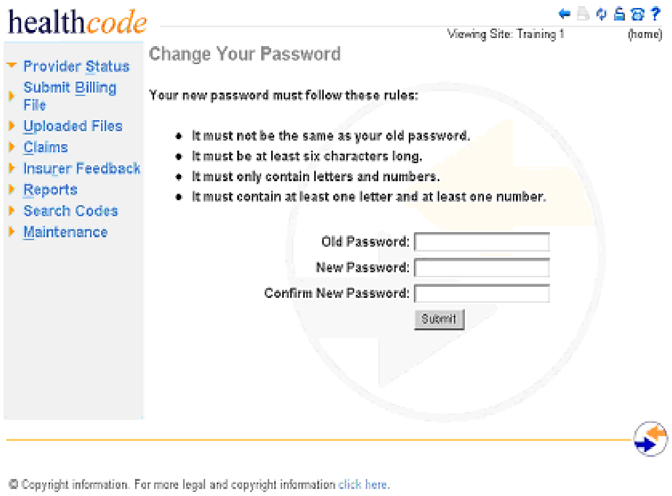


Click on the Secure Access button. The following screen will appear.



Please check the VEDA Status box on the left hand side of the screen to check that the VEDA system is fully functional and is displaying the green tick as above.

Please enter your User Name and Password, both of these are case sensitive and are very different from what you are used to, so care should be taken. Once you have input this information click the submit button. On the first time of accessing this page the following screen may appear



This will appear every three months, as this is the life span of your password. Complete the required fields and click the **Submit** button. Once you have completed this Password change the Provider Status page appears.

3.1 The Provider Status Page



On the left hand side of the screen are a number of options which are covered later in this guide. We are going to concentrate on the sub-headings within this page.

3.2 File Status

Here you are able to view the files that have been previously uploaded and have either been successful or have failed.

3.3 Claim Status

This shows the breakdown of claims in four areas:

- Claims in Process
- Claims passed Validation Today
- Claims Failed Validation
- Failed Claims

3.4 Insurer Feedback Status

This shows the information given back from the insurers:

- Unprocessed Remittances
- Remittances for Download
- Unread Responses

3.5 User Settings

User Settings enables you to change the settings to your own personal preference. Unless stated otherwise these settings only remain for the current session.

Access Key Guide:	This enables you to use the quick keys, i.e. "ALT" and whichever letter is underlined. This can be Off or On.
No. Results Output On List Pages:	This option allows you to choose how many claims are listed on List Pages. This can be increased or decreased to suit the user.
Help Screen Always On Top:	This relates to the 6 icons at top right hand corner. This can be Off or On
Full Screen View:	This option takes away your browser buttons. This can be Off or On
Site:	This will be your exclusive Healthcode site number
Change Password:	This will allow you to change your password
Access & Permissions	This sets the level of access and permission within VEDA

Personal Details: Should any of your details change this is where it should be modified.

Set Directories This can be used to set the archive directory on your local system for files uploaded to VEDA. When you submit a file it will be copied to this location. This setting does not change.

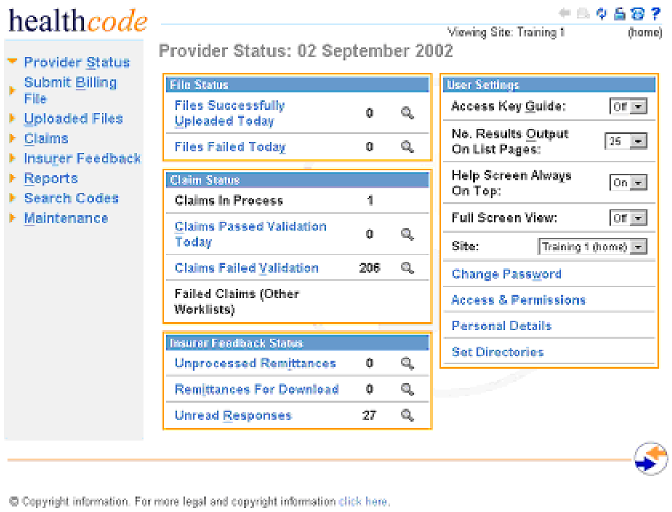
Messages This will allow you to send messages to Insurers and users. (In Development)

3.6 Help Screen Icons

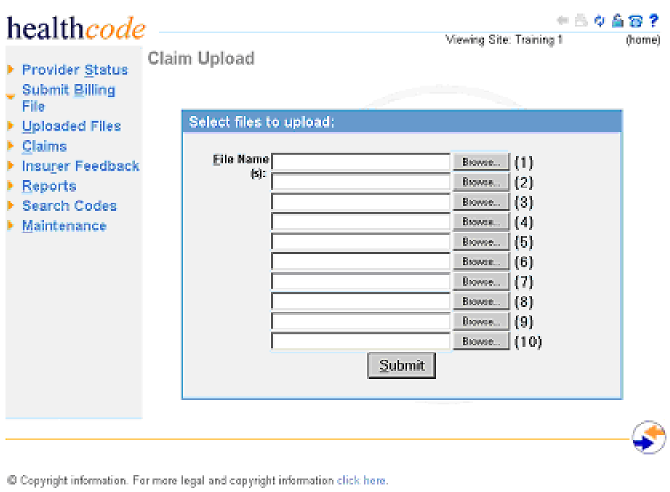
On all pages of the VEDA system there are 6 important Icons at the top right hand side of each page. The and are greyed out until you can use them.

- To move back to the previous page
- To print the page
- This icon will reload the current page with updated information (refresh); you can also use the F5 key
- This icon must be used to log out of the VEDA system at any time.
- This icon will automatically propagate an email to the healthcode helpdesk
- This icon will offer any help that is available to you and will also give you a brief explanation

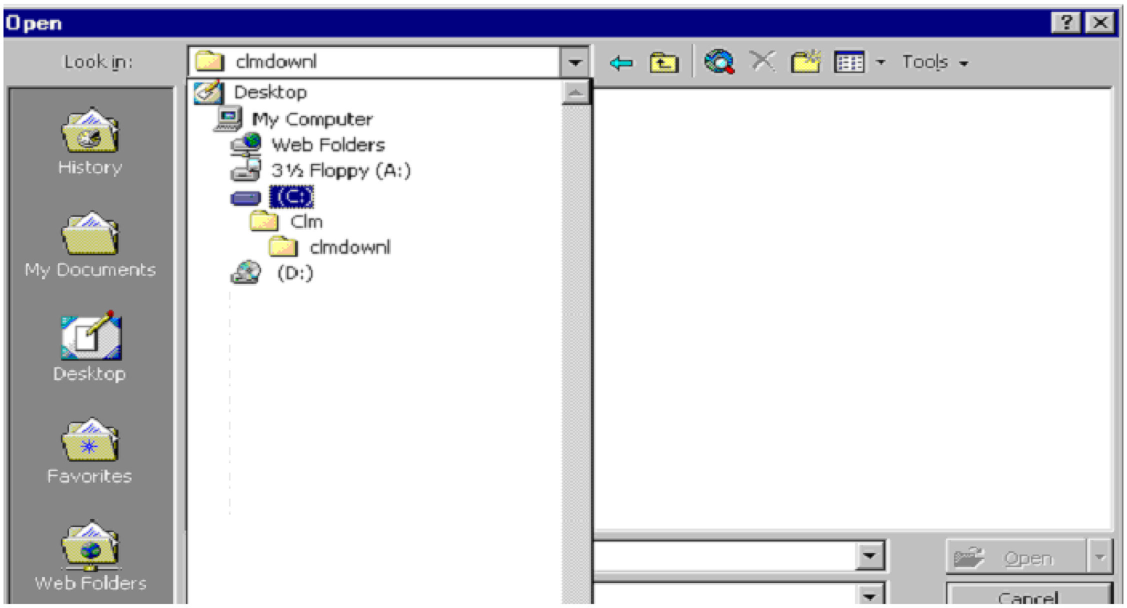
4.0 Submitting Billing Files



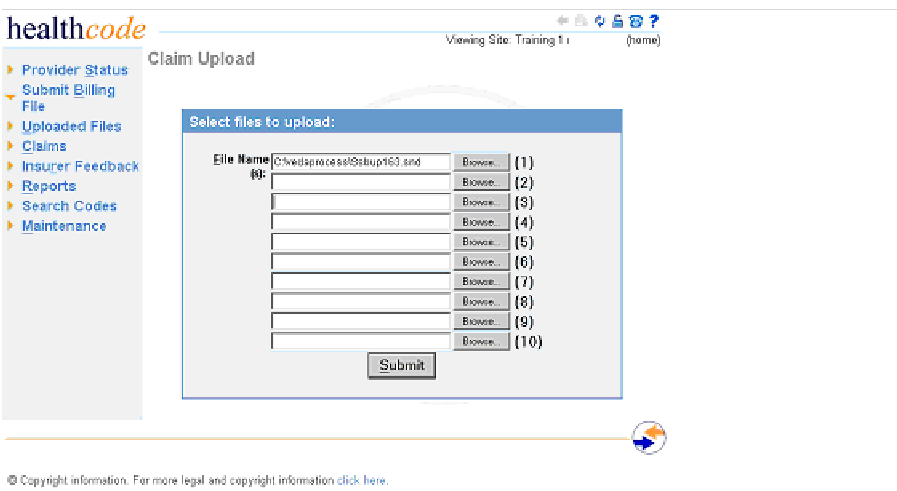
To submit a file from your hospital billing system you need to click on Submit Billing File and this will take you to the following screen



Click the first browse button. The first time you upload claims you will have to specify the path for the file to be submitted. (Your Hospital billing system provider will be able to give you this information and see example below).



Once you have selected the correct file path click on open and this information will appear in your first line. Then click on submit. (***The file name should have the extension of ".snd", anything else is incorrect and will cause problems)***.

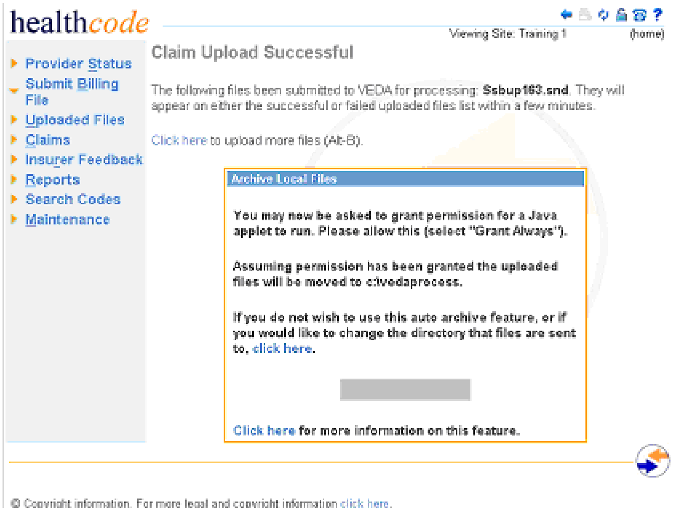




You will receive this message if the claims files have uploaded successfully.

NB. A screen will also appear with a Security Warning.   (See Appendix 2)

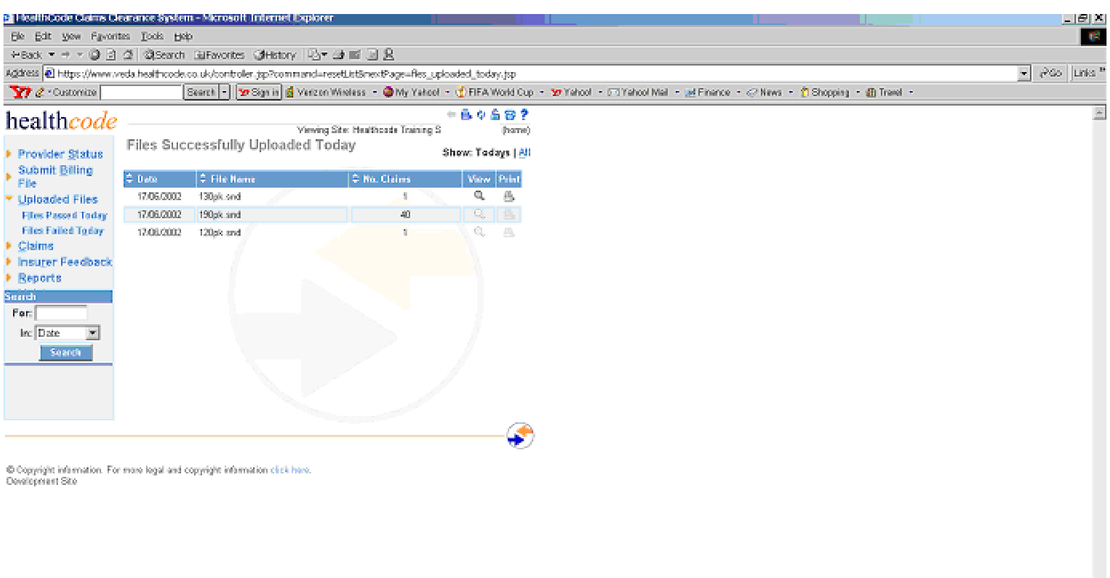
If you have set the archive directories but wish to change them you can click on "click here", this will take you to the following screen.



This places the files uploaded in a separate folder on your PC in an effort to stop duplication of the process, this is an optional function. (***See Appendix 3).***

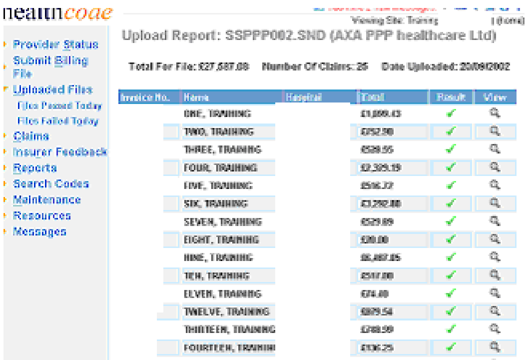
5.0 Uploaded Files

Click on Uploaded Files and this will show you the files, which have uploaded successfully, and those that have failed.



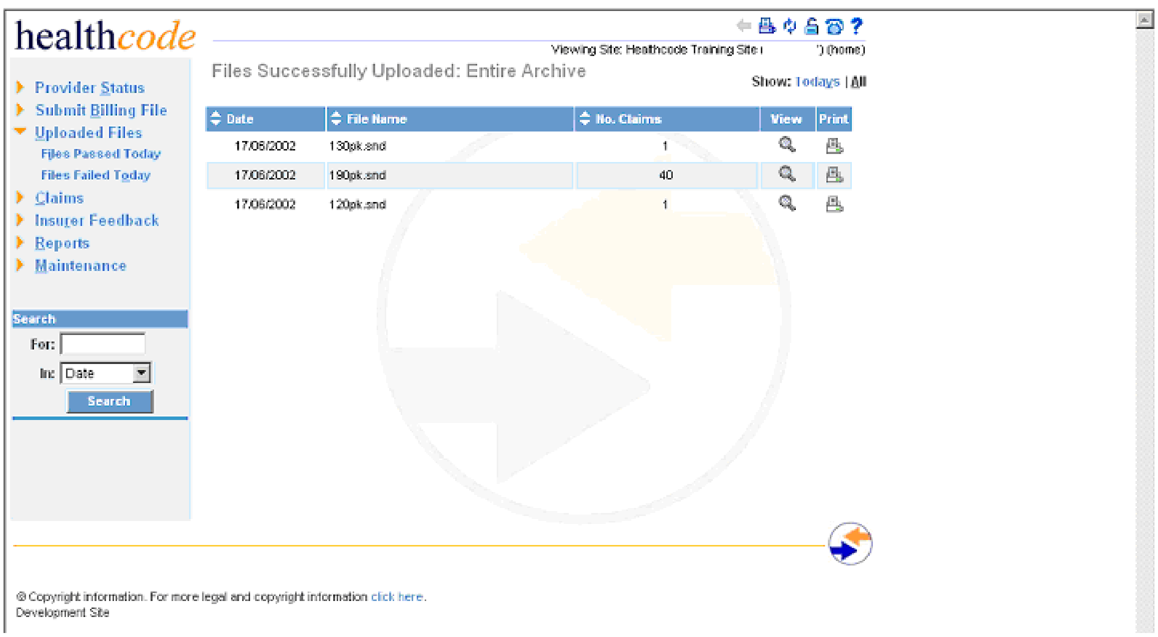
The above screen shows the successful files that have been uploaded today. You are able to view by clicking on the magnifying glass and print by clicking on the printer.

NB: Those files successfully uploaded today will appear on the following page and although they have successfully uploaded to VEDA there may still be errors on the claims within these files.

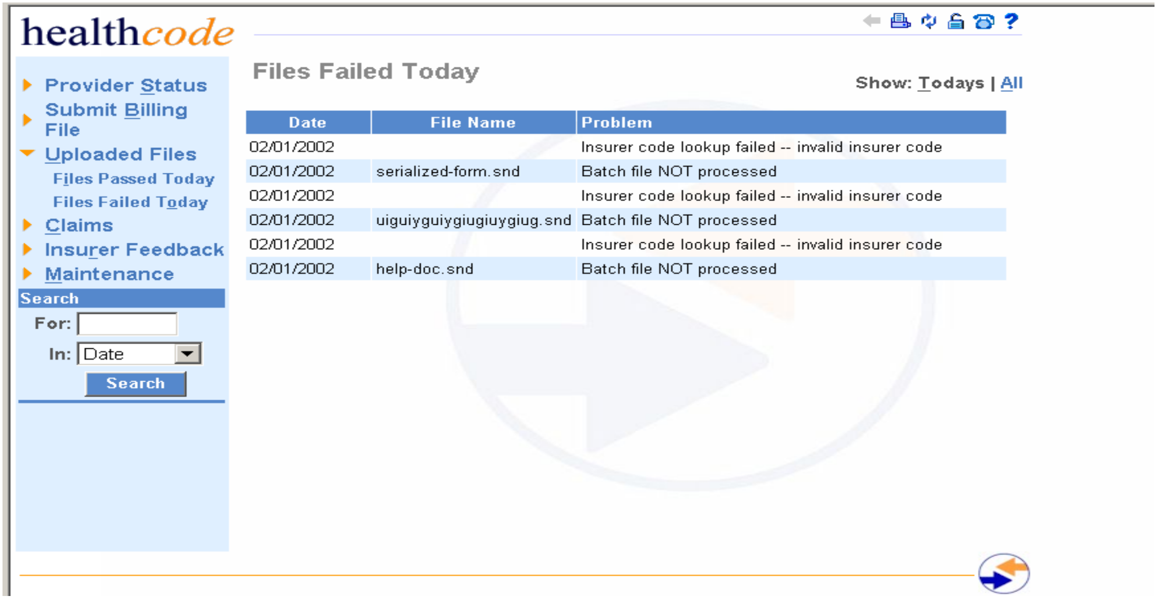


To view all claims uploaded since commencement of VEDA you need to click on All in top right of screen and this will show you the following screen.

This screen shows all files that have been successfully uploaded. You are able to view and print this screen and sort the files by date, file name and the number of claims.



Those files, which have failed validation, need to be corrected within the hospital billing system and resubmitted.



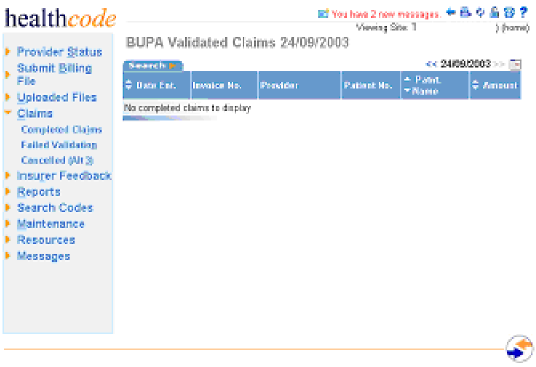
Date	File Name	Problem
02/01/2002		Insurer code lookup failed -- invalid insurer code
02/01/2002	serialized-form.snd	Batch file NOT processed
02/01/2002		Insurer code lookup failed -- invalid insurer code
02/01/2002	uiguiyguiygiugiuygiug.snd	Batch file NOT processed
02/01/2002		Insurer code lookup failed -- invalid insurer code
02/01/2002	help-doc.snd	Batch file NOT processed

6.0 Claims

Within the Claims section are a number of sub-headings:

6.1 Completed Today

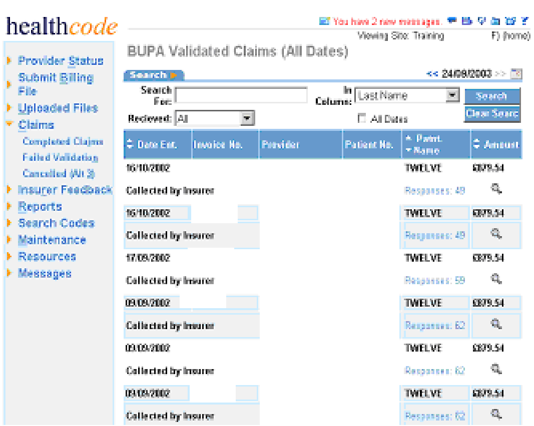
These claims have completed validation today and are awaiting collection from the Insurer. These will include claims, which have been corrected, and also claims that have successfully passed through the VEDA validation without requiring correction. Within this screen you can view these claims but no work is necessary.



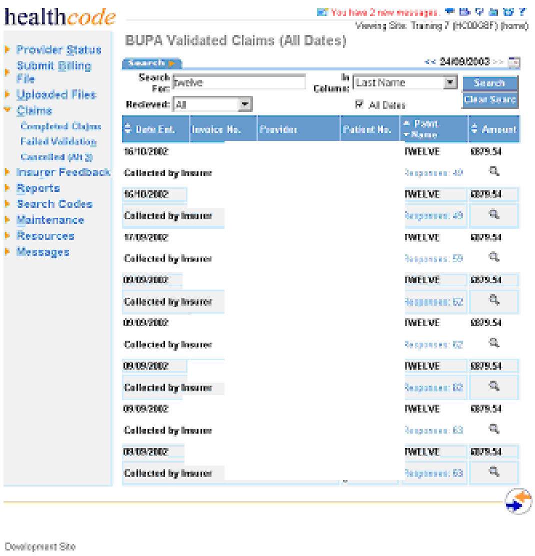
To view all completed claims you need to click on the Insurer whose data you wish to view. This is the total completed claims. (The same as Sent Claims on JEDI.) At the top of the list of Validated Claims is a Search facility. Click on the calendar next to the Date and the following will appear.



You should then select the date you wish to view. The following screen will appear. Each claim will be receipted by insurer with the receipt date. If the insurer has sent a Response or Remittance they are also shown against each claim. Claims collected by the insurer will change to BLACK and will show date received.

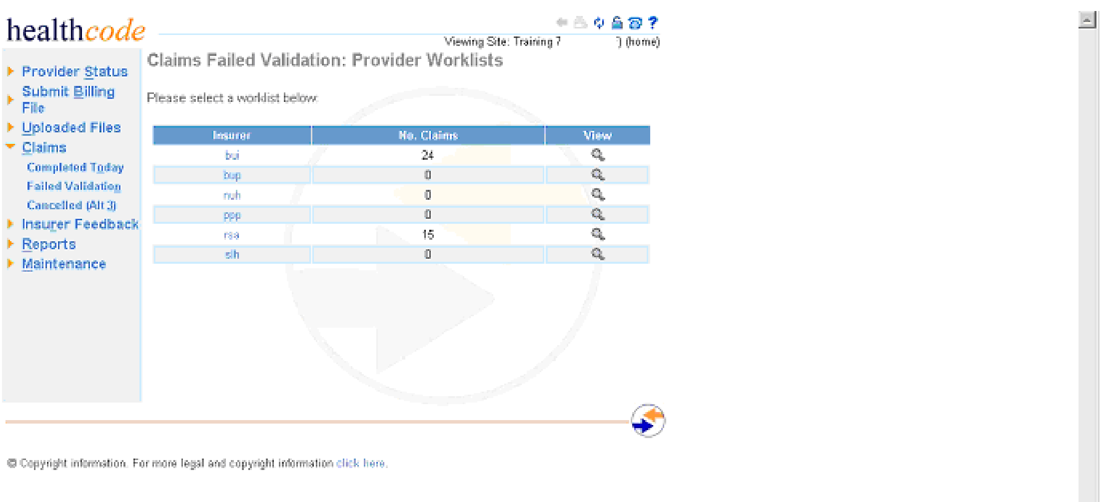


You can search by Last Name, Registration No., Claim Unique Identifier, Invoice No and Authorisation Code and if you wish to span all dates you will need to tick the “All Dates” box. Once you have input the request, you then click the Search button.



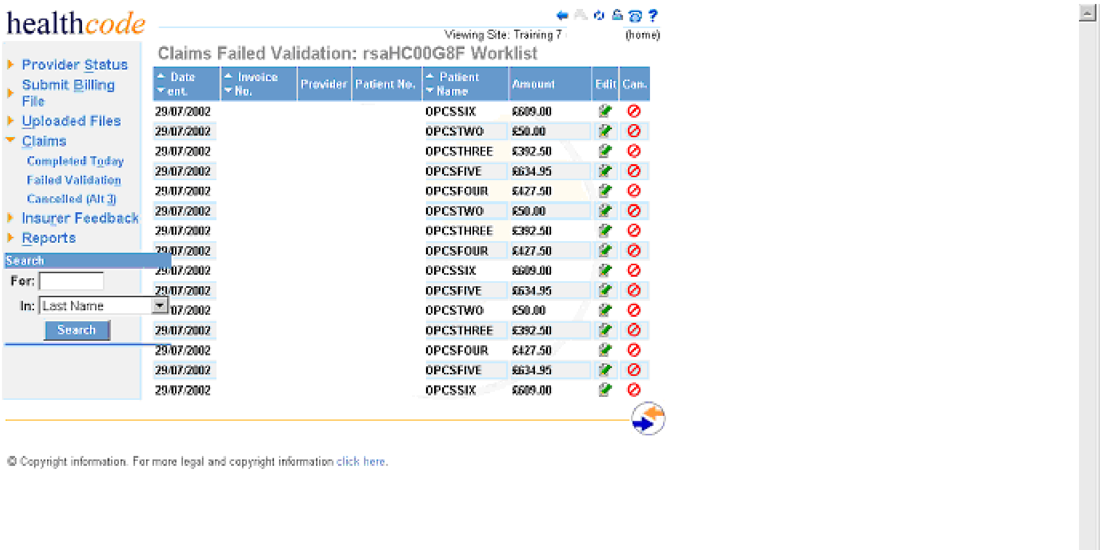
6.3 Failed Validation

Claims, which have failed validation, will appear here.



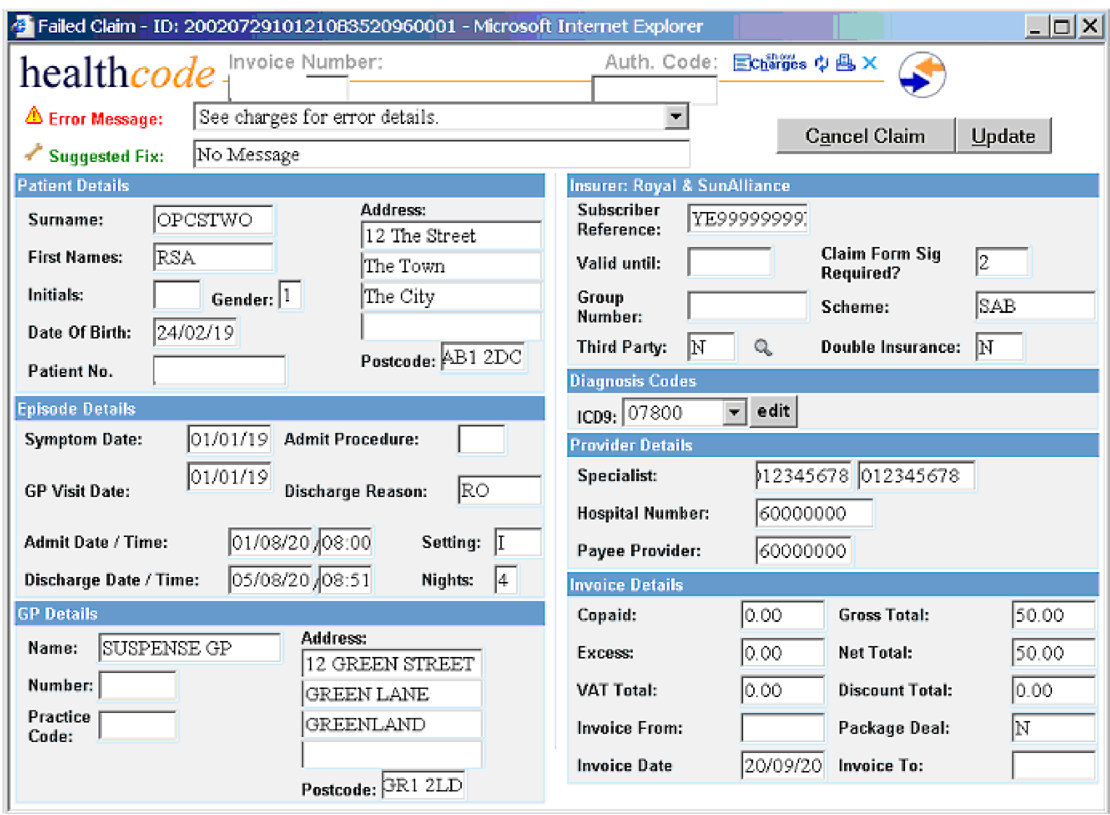
To view the claims in detail click on either the insurer name or icon under “View”.

The detailed list of claims will appear as below.

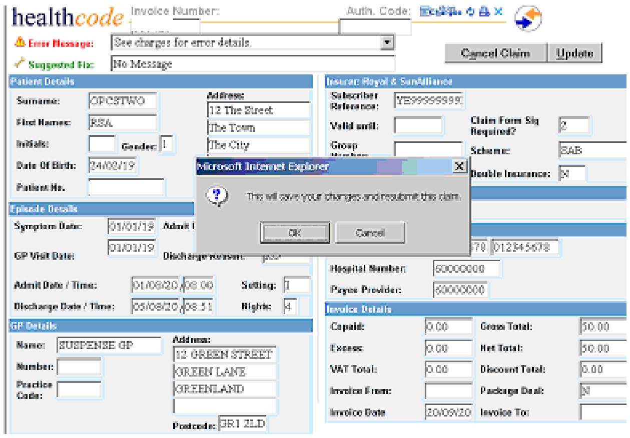


Once again you can search by Last Name, Registration No, Claim Unique Identifier, Invoice No and Authorisation Code. Once you have input the request, you then click the Search button**.**

You can also see in the display the first 25 claims and there are 25 claims per page. To view the next page click on next >> . This will take you to the next page and you can continue with this method. All claims that have failed validation will appear here. Each claim will have to be manually corrected. To view the details of the claims click on the edit button this will take you into the failed claim.



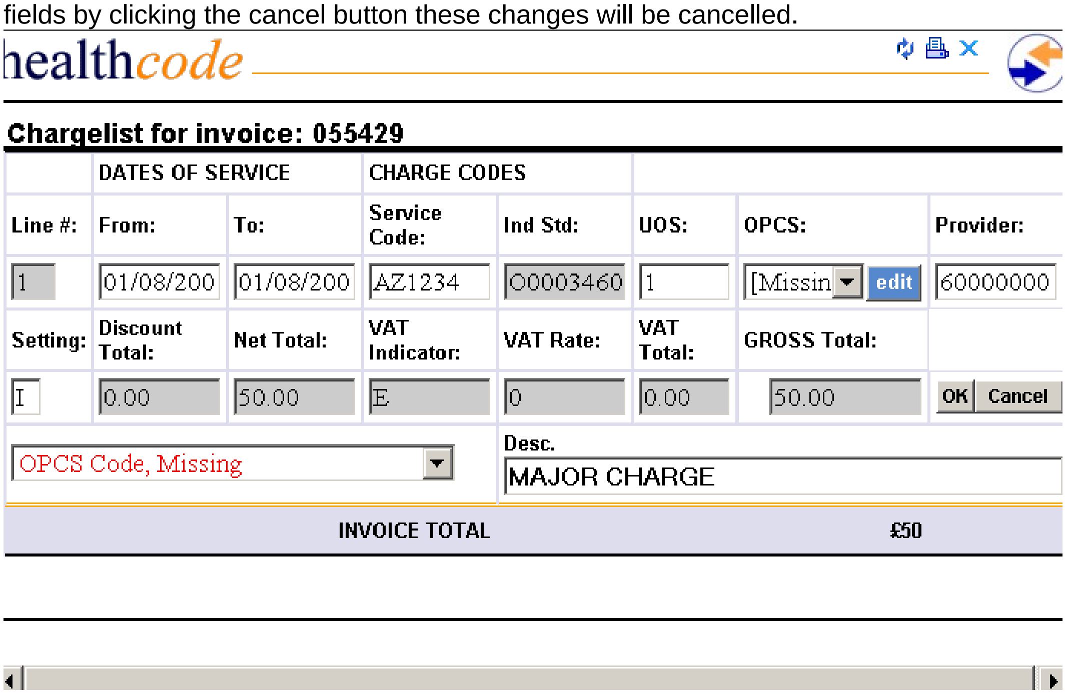
The first error will be highlighted with a suggested fix, which can be found at the top of the claim. On entering this highlighted field will automatically delete the incorrect information. If there is more than one error on a claim you can view the other error messages using the drop down arrow. The user will then go onto the next error by using the drop down arrow in Error Message. The user must click on the **Update** button and they will be prompted to save the changes. Click on OK.



If the error appears on the charge lines you will need to click on show charges in the top right hand side of the page. This will take you into the charge lines. Once corrected and updated the claim then passes through more validation checks and there is a possibility that it may need further work.

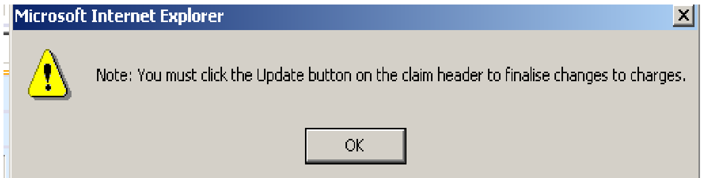
6.4 Charge lines

All the areas in grey cannot be changed. All other fields can be edited. Any errors on the charge line will appear in the box with a drop down arrow at the bottom of each charge line. Should there be more than one error on each charge line, simply by clicking on the drop down arrow the other errors will appear. Once you have corrected the charge line errors you will click on OK, each charge line with an error will require you to click on OK. Should you input incorrect data in these fields by clicking the cancel button these changes will be cancelled.



This page shows you the charge lines. You can use the scroll down facility at the side to show more charge lines. Any error messages will appear below each individual charge line.

Once any change is made click on OK, at this point you will be prompted by a grey box asking you to click on the Update button on the Claim Header details. Once again click on OK. To leave the charge line click on the blue cross in the top right hand corner.



Once all of the errors are amended click on Update button on the Claim Header screen. The claim will now run through the validation process.



When you leave the Claim Header details another box will remind you that the changes will be saved. Click on OK.

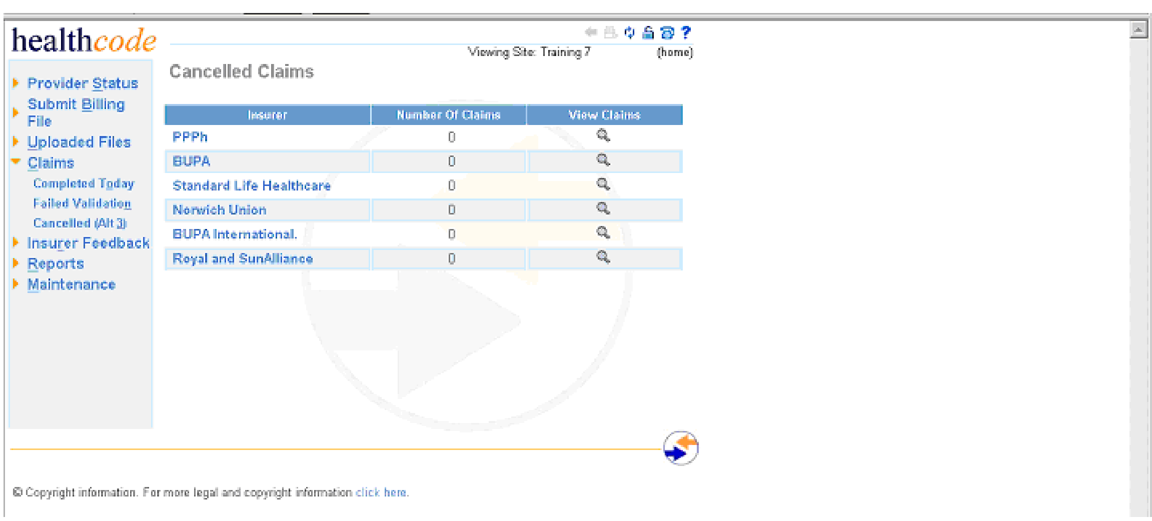
NB: Should an error still show on this claim once it has passed through validation it will appear back in Claims Failed Validation and you will need to edit this error.

If your user access level allows you can cancel claims at this stage. All the information processed through VEDA has to mirror that of your hospital billing system.

6.5 Cancelled Claims

If you have submitted claims incorrectly and have the level of access you will be able to cancel claims. These can be cancelled either on Claims Failed Validation or on the Claim Header.

These claims will then appear in Cancelled Claims and will be part of an audit trail. These can be viewed by clicking on the .

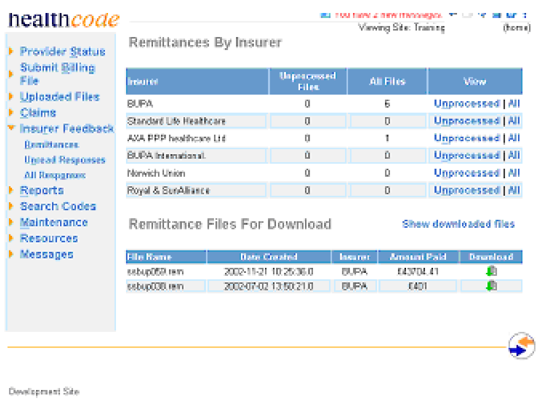


7.0 Insurer Feedback

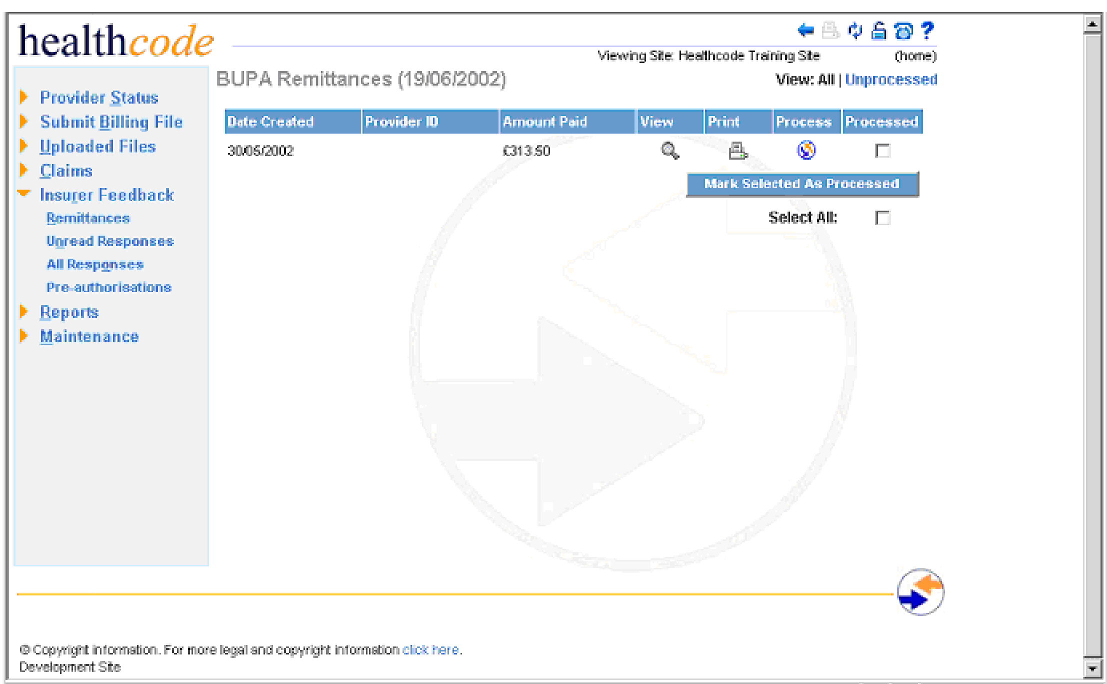
7.1 Remittances

7.1.1 Remittances By Insurer

If it has been agreed for you to receive Electronic Remittances, these can be collected via VEDA according to the frequency of your payment cycle with the Insurer. The remittances are split by Insurer and show the number of unprocessed remittance files. "All Files" include both processed and unprocessed files. To collect a remittance file from the insurer you must click on Unprocessed.



This will take you through to view, print and process the unprocessed file for each insurer.



The information in here shows date file created, your Hospital Provider ID, Amount, View, Print, Process and Processed. If your hospital billing system can download the remittance file you can view the file, print the file and then process the file.

If your hospital billing system is unable to download this file you can view and print the file for manual input onto your system.

To Process an individual file click on the Healthcode icon under Process. This will then "tick" the box under Processed. To Process all tick "Select All" box. This will move the remittance file to Remittance Files for Download.

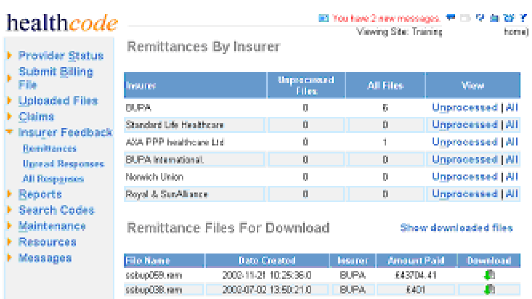
Both of these options will put the remittance file onto Remittance Files For Download.

7.2 Remittance Files For Download

Once you have processed the remittance file it then appears in this section. It appears with a File Name, the date it was created, which Insurer, the amount of the remittance file and an option to Download. If you are able to download your remittance file directly onto your hospital billing system you have to click on  .

A grey box will appear asking you whether you want to open from this location or save to disk, click on save to disk, you will now need to tell the pc where this file needs to be saved to (your hospital billing system administrator will tell you this information). If you never save anything else using this option it will always take you back to the correct place at future downloads, but windows only remembers the last place you saved to. Remember it may not always be in the correct place. You will now receive a grey message box saying download complete. Click close.

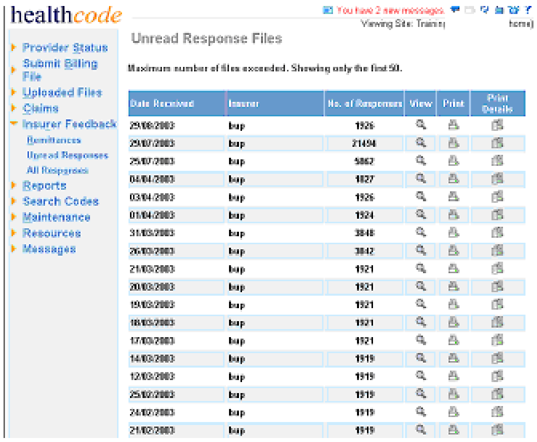
The remittance file will now have downloaded onto your billing system and you will be able to print a detailed report, which will include the mismatches and unmatched invoices which will need to be completed.



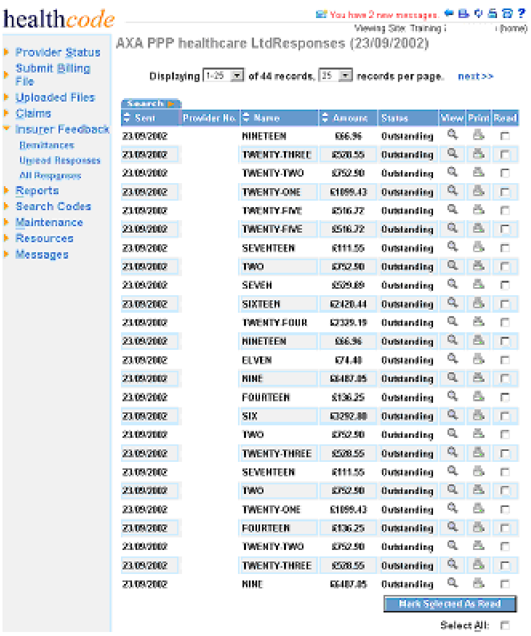
Users unable to automatically download this file will see these files remain here and Healthcode will clear this data every six months.

7.3 Unread Responses

These are split by Insurer, the number of responses and the options to view and print. Printing options are summary or detailed. This is the same function as on the JEDI system.

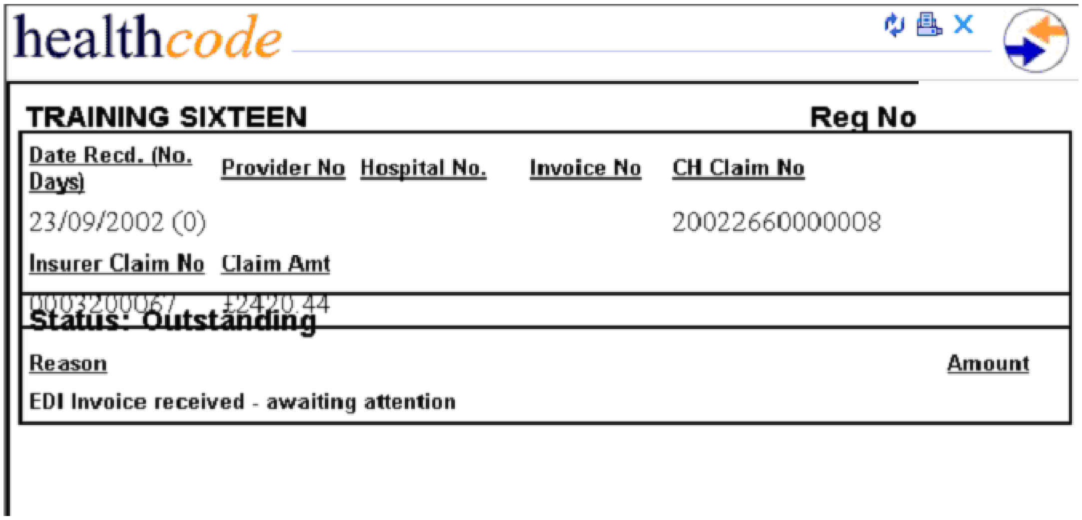


Selecting the view option will load the following screen.



Listed here are all unread responses showing the date sent, name, amount and status of claim. Clicking on the enables you to view the details of the outstanding claim. This gives claim information and details the status of claim and users are able to print this page by clicking on the . Once you have viewed these responses a green tick will appear under "Read."

Shown below are the Response details.



To return to the Unread Response page click on the X. Clicking on the refreshes and when the screen reappears this response will have archived into All Responses.

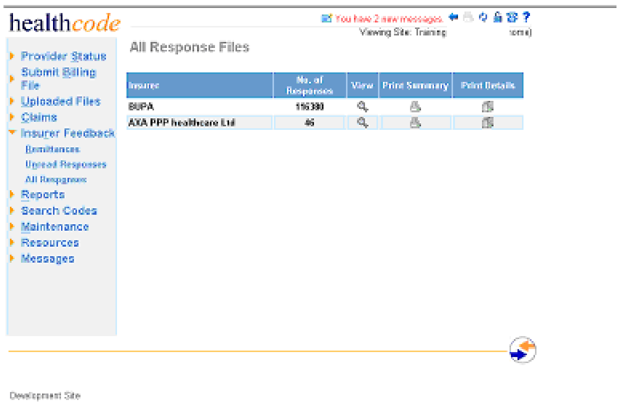
To print the summary of responses just click on the and the following page will appear listing all responses and printing this summary.

AXA PPP healthcare Ltd Responses (23/09/2002)

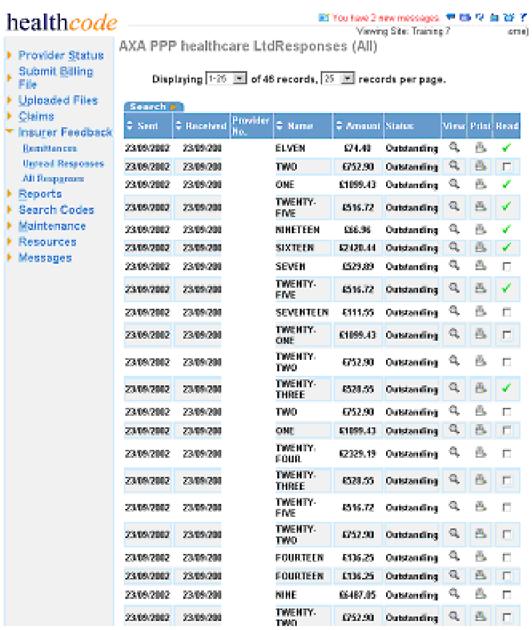
Date Sent	Provider No.	Name	Amount	Status
23/09/2002		TWENTY-TWO	£752.90	Outstanding
23/09/2002		TWENTY-ONE	£1099.43	Outstanding
23/09/2002		SIXTEEN	£2420.44	Outstanding
23/09/2002		SEVEN	£529.89	Outstanding
23/09/2002		SEVENTEEN	£111.55	Outstanding
23/09/2002		TWO	£752.90	Outstanding
23/09/2002		TWENTY-FOUR	£2329.19	Outstanding
23/09/2002		NINETEEN	£66.96	Outstanding
23/09/2002		ELVEN	£74.40	Outstanding
23/09/2002		NINE	£6487.05	Outstanding
23/09/2002		FOURTEEN	£136.25	Outstanding
23/09/2002		FIVE	£516.72	Outstanding
23/09/2002		FIVE	£516.72	Outstanding
23/09/2002		TWENTY-TWO	£752.90	Outstanding
23/09/2002		FOURTEEN	£136.25	Outstanding

7.4 All Responses

This will be Insurer specific and users will be able to view All Responses, print a summary and also a detailed report.



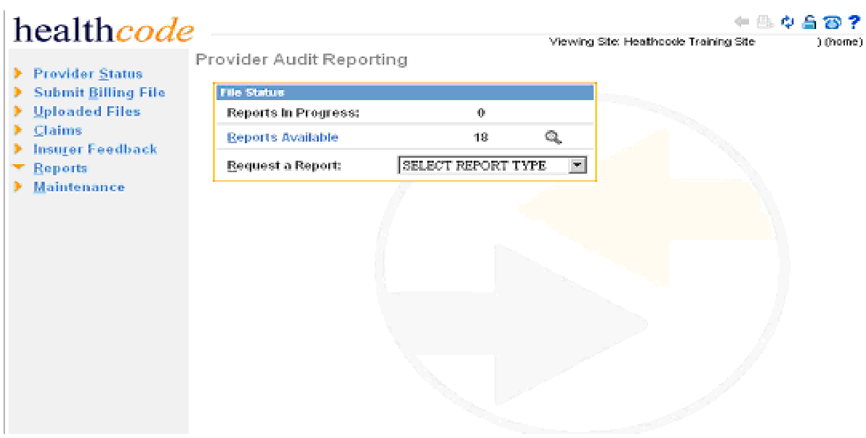
When selecting the view option the following page will appear.



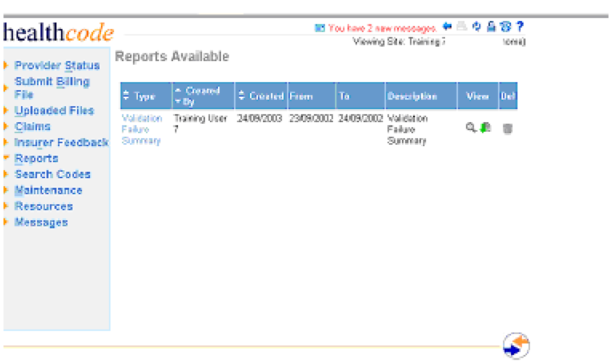
By using the search facility you can access the response just viewed and printed, this will also access any other responses for this person. The green tick in the read box shows this response has been viewed.

8.0 Reports

Within this section are Provider Reports. You can select which report you request by using the drop down arrow. It will also show the number of Reports in Progress and the Reports Available.



These are broken down with File Name, From and To Date User Description and the View option.



These will be available for you to view and print provided you have the correct User Access Level. To view the detailed report click on the . This will be information specific to your hospital and detailed per insurer.



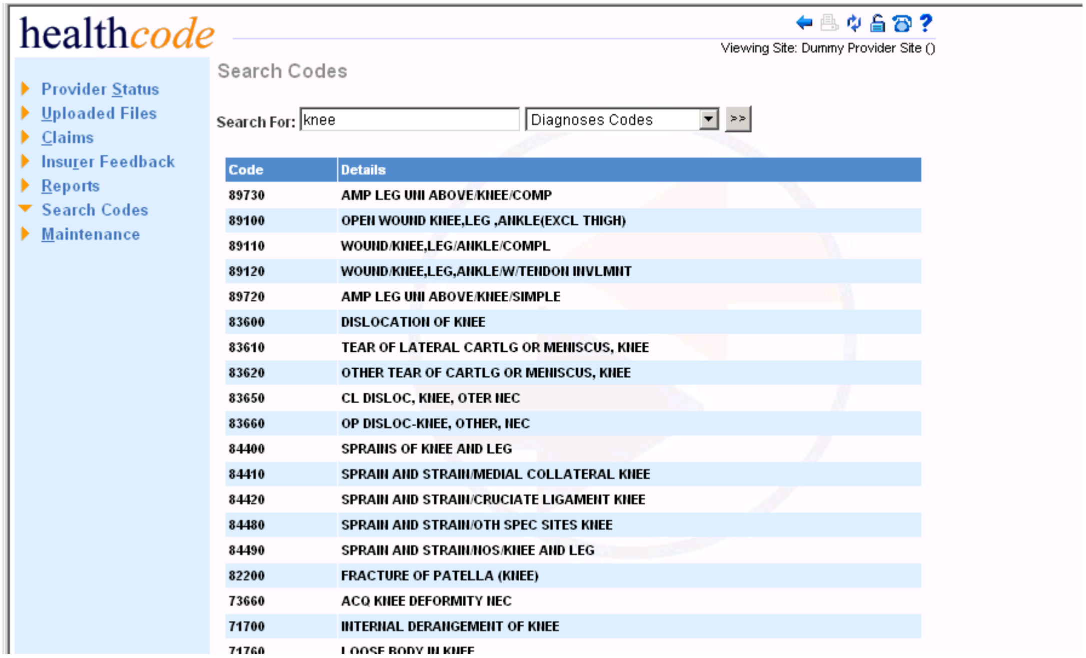
9.0 Search Codes

Search Codes gives you the facility to search for Diagnoses Codes (ICD9), Procedure Codes (OPCS) and Industry Standard Codes.



Type the area you require a code for within “Search For”. Click on the drop down arrow and select either 1. Diagnoses Codes 2.Procedure Codes or 3.Industry Standard Codes.Then click on >>.

A list of codes will be displayed that are available for the description you have requested. An example of the codes and descriptions are shown below and this will be the format for all search facilities. ***Not all of these codes will be valid for each insurer and may show on the individual claim as not being valid.***



10. Maintenance

Within the Maintenance section are a number of sub-headings.



11. Code Map Maintenance

The following section describes the functionality within Code Map Maintenance

1. Introduction

All hospitals sending bills via the Veda System have a Code Map attached to their billing site.

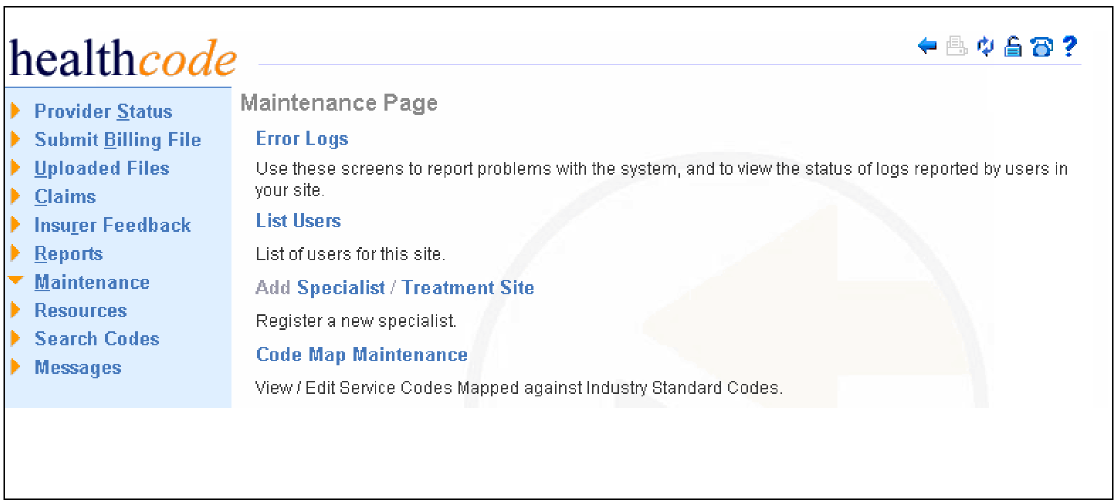
The Code Map contains Service Codes used within the Hospital Billing System to describe charges on a hospital bill, and a relevant "mapping" to an Industry Standard Code.

The Code Map Maintenance functionality was designed to give users, both within the hospital and at Head Offices the functionality to maintain their own Code Map, without the need to raise a Helpdesk log.

2. Accessing Code Map Maintenance

2.1 Hospital Billing Users

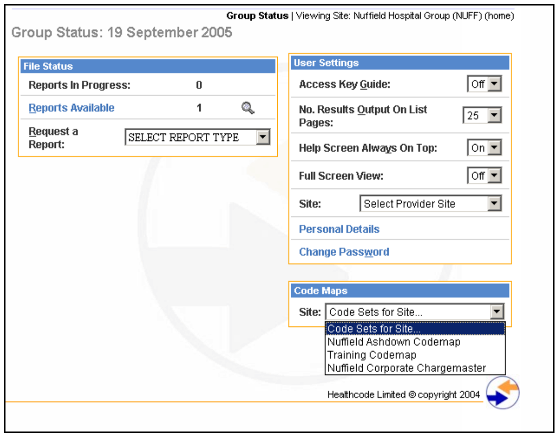
Code Map Maintenance can be accessed via the Maintenance option from the left hand menu.



Click on Code Map Maintenance

2.2 Head Office Users

Head office users can access the Code Map Maintenance option from their Group Status page.
If a group has more than 1 code map set-up, users will need to select which code map they wish to maintain.
Click on the Code Map from the drop down list to begin.



3. Code Map Maintenance Functions

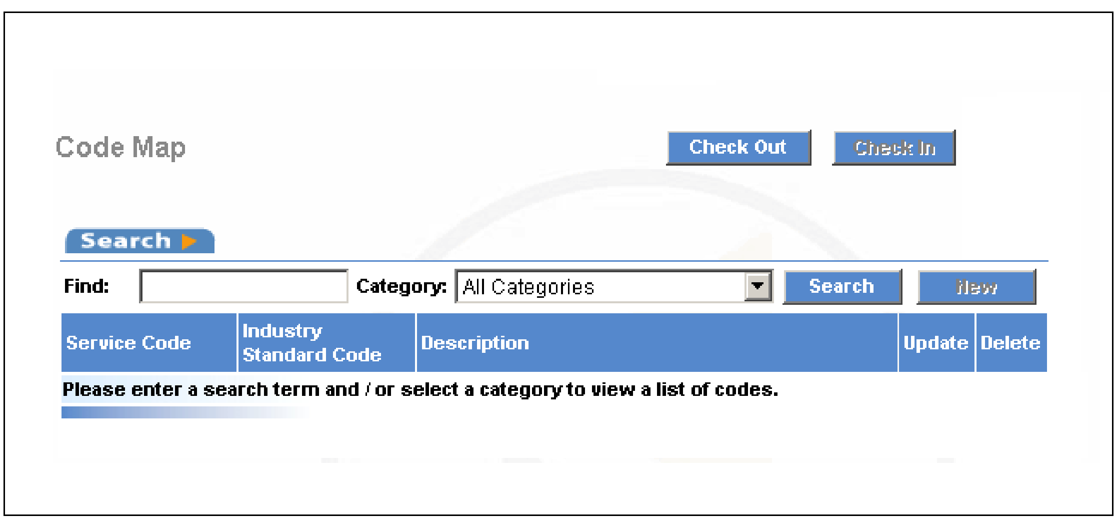
Once accessed, users will then be presented with the Maintenance page

From here you can

- Search to view the code maps
- Edit existing mapping
- Add a new code mapping
- Delete a mapping(s)

In order to add, amend or delete, users must first "Check Out" the code map to ensure no other users are amending the code map at the same time.

If the "Check Out" option is not available you will need to request access to edit the code maps.
This can be done by contacting the Helpdesk.



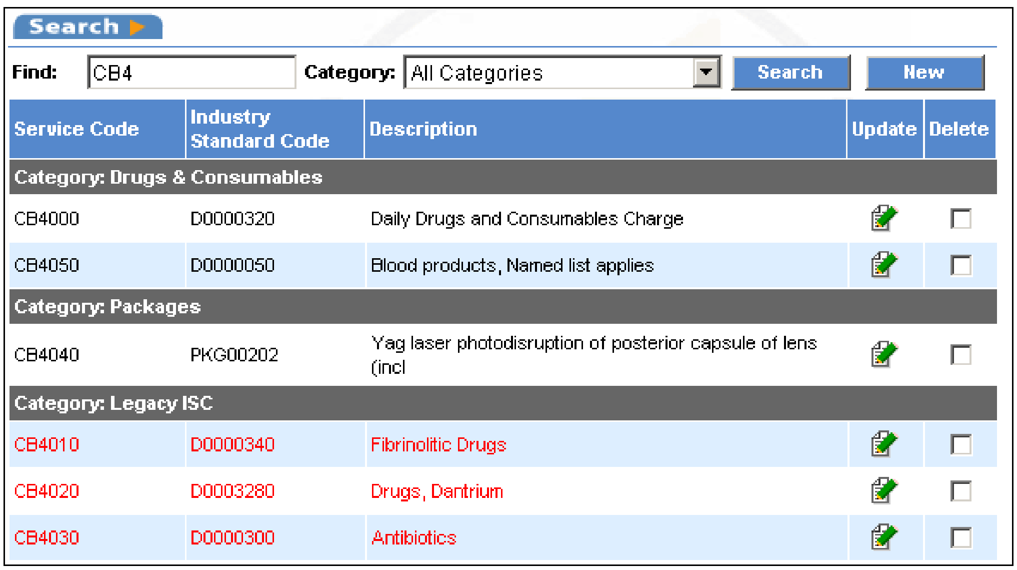
4. Searching / Viewing the Code Map

You can search and view:

- A single mapping (using full or partial search characters)
- All codes mapped to a particular Industry Standard Code
- The first 1000 codes within a Category

4.1 To search for a mapping

Enter the search characters within the Find field and click on 



Service Code	Industry Standard Code	Description	Update	Delete
Category: Drugs & Consumables				
CB4000	D0000320	Daily Drugs and Consumables Charge		
CB4050	D0000050	Blood products, Named list applies		
Category: Packages				
CB4040	PKG00202	Yag laser photodisruption of posterior capsule of lens (incl		
Category: Legacy ISC				
CB4010	D0000340	Fibrinolitic Drugs		
CB4020	D0003280	Drugs, Dantrium		
CB4030	D0000300	Antibiotics		

This will then display all service codes and Industry Standard codes containing the search characters.

If you wish to search only in a particular category of Industry Standard Code, select the category from the drop down list.

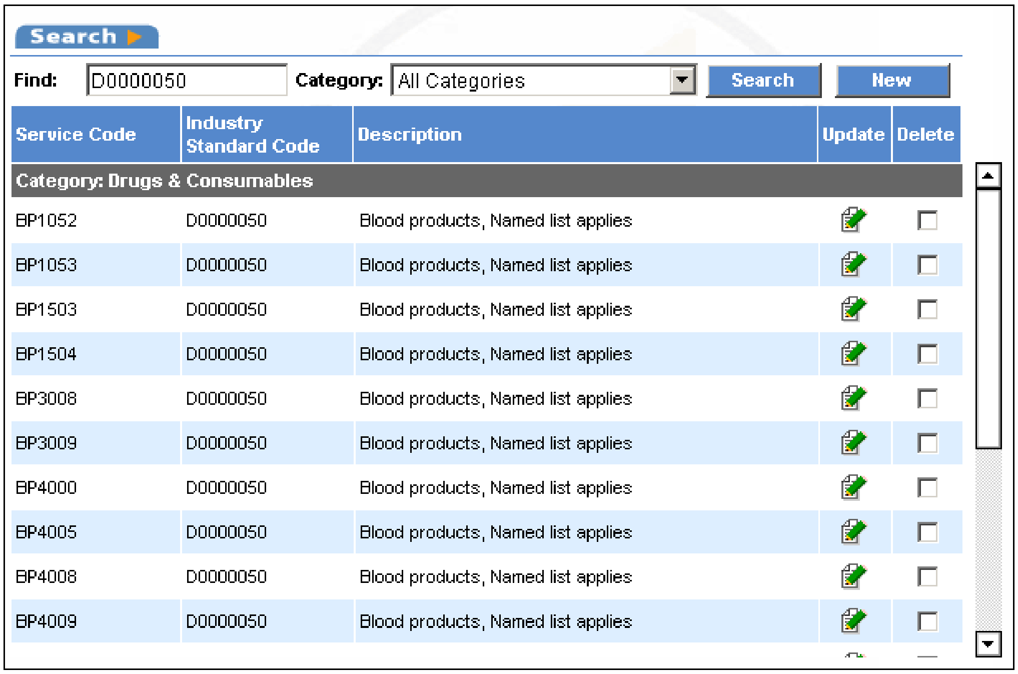
The system searches for the search characters in Service Code, Industry Standard Code and ISC description.

4.2 To search for all codes mapped to a particular Industry Standard Code (ISC)

Enter the Industry Standard Code in the Find field and click on **Search**

This will then display all service codes mapped to the ISC

If there are more than 1000 results only the first 1000 will be displayed



Search

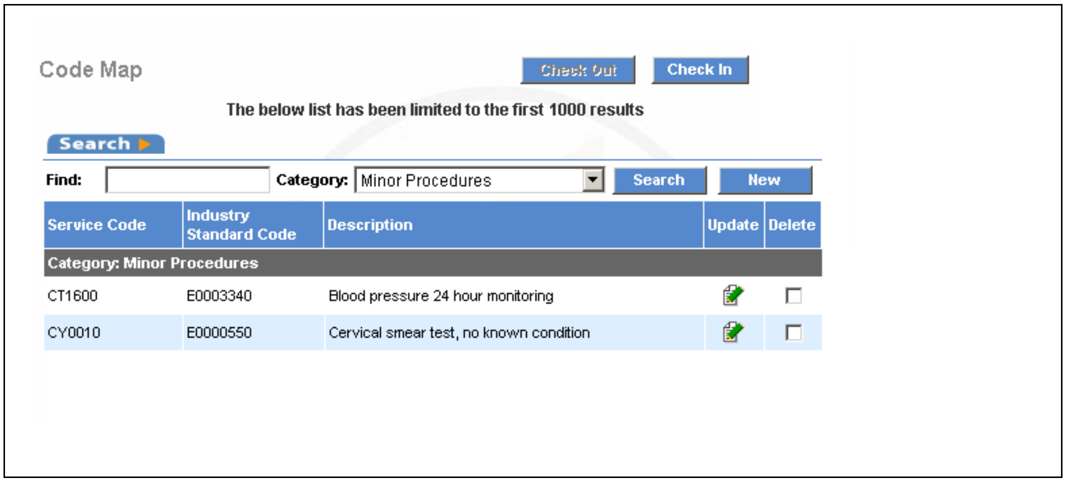
Find: D0000050 Category: All Categories Search New

Service Code	Industry Standard Code	Description	Update	Delete
Category: Drugs & Consumables				
BP1052	D0000050	Blood products, Named list applies		
BP1053	D0000050	Blood products, Named list applies		
BP1503	D0000050	Blood products, Named list applies		
BP1504	D0000050	Blood products, Named list applies		
BP3008	D0000050	Blood products, Named list applies		
BP3009	D0000050	Blood products, Named list applies		
BP4000	D0000050	Blood products, Named list applies		
BP4005	D0000050	Blood products, Named list applies		
BP4008	D0000050	Blood products, Named list applies		
BP4009	D0000050	Blood products, Named list applies		

4.3 To search for all codes within a Category

Select the category from the drop down listing and click on 

If there are more than 1000 results only the first 100 will be displayed.



5. Amending, Adding & Deleting Code Maps

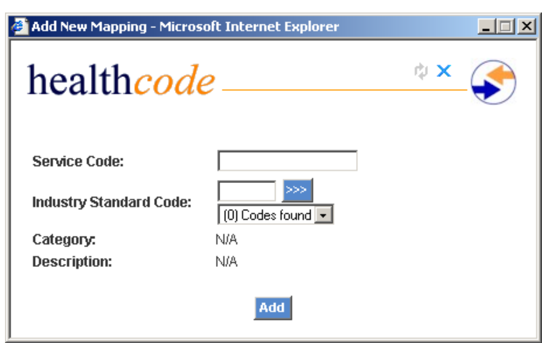
To perform any edit functions on the code map you must first "check out" the code map. This ensures that no others are able to edit the code map once you are making changes.

Once checked out the New Update & Delete options become active.

5.1 Adding a Code Map

To enter a new mapping, select the 

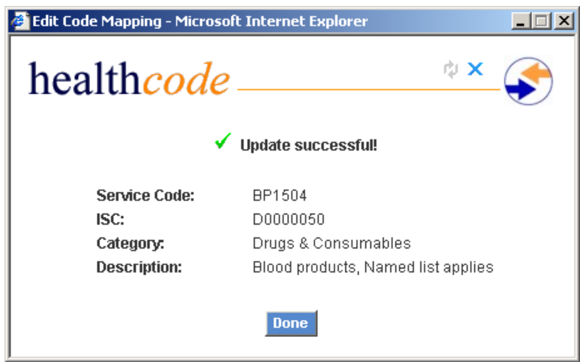
icon.



Enter the service code and the ISC you wish it to be mapped to.



And select Add.



You will receive confirmation the update has been successful.

Once you have completed editing the code map you need to check the code map back in so the changes take affect.

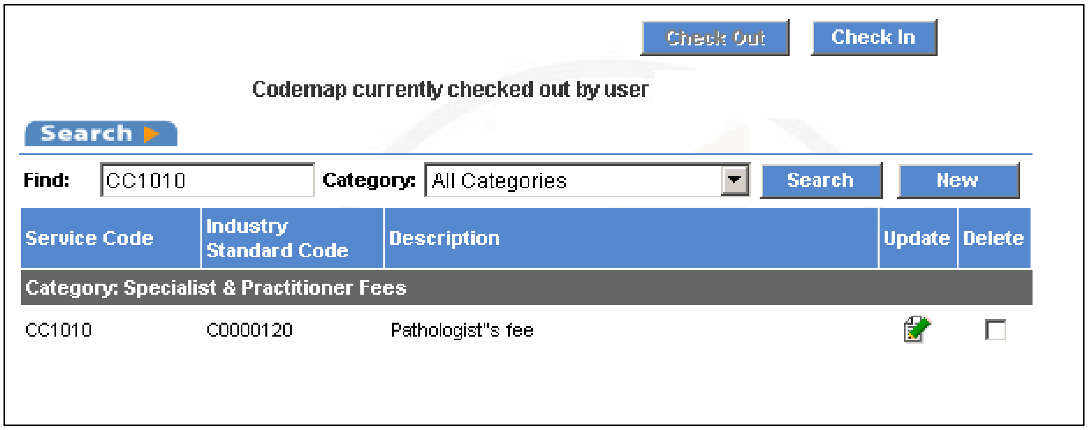
To do this select **Check In**

Any changes will now be applied.

5.2 To edit an existing code map

To edit an existing code map first search to display the mapping.

To do this enter the service code in the Find field and click on Search

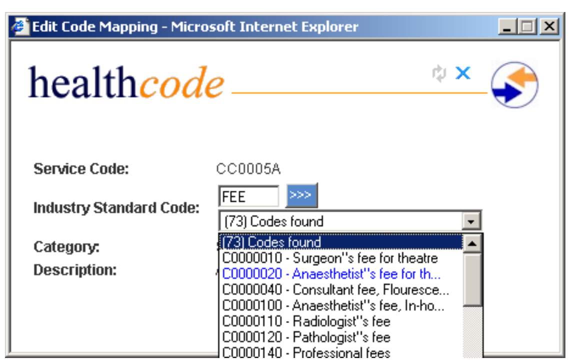


Select  to amend the mapping

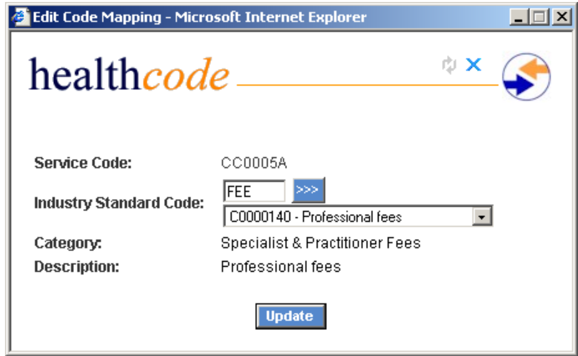


Enter search characters to find the Industry Standard Code or alternatively enter the exact Industry Standard Code and click on >>>

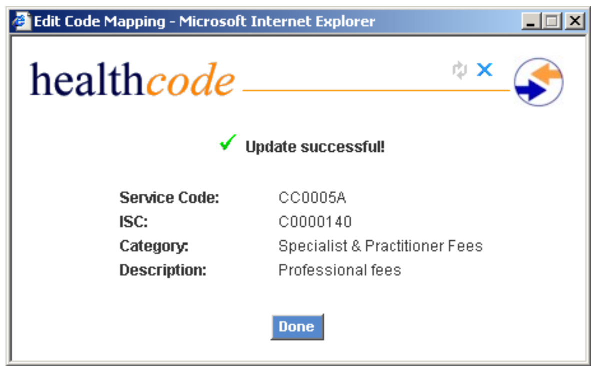
The ISC displayed in blue is the current mappings for the service code.



Scroll through the list and select the ISC you wish the service code to be mapped to.



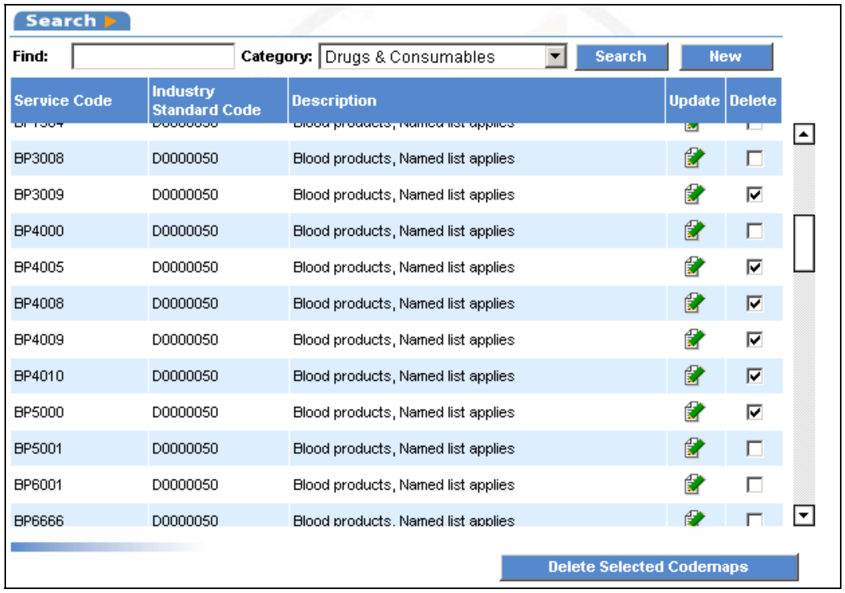
Click **Update** to save the mapping



Select **Done** to complete the update and return to Code Map Maintenance page.

5.3 Deleting a Code Map

To delete a mapping, first search for the mapping you wish to delete.

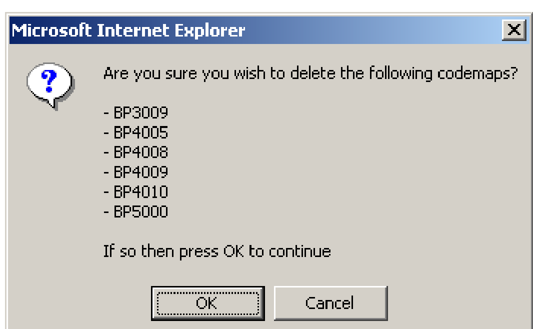


Select the code maps you wish to delete by ticking the check box at the end of each mapping.

Once you have the all the mappings selected you wish to delete, click on



You will receive a prompt to confirm the deletion of the specified code maps



To continue click 

If you wish to cancel or amend the code maps for deletion click on 

Once you have finished editing the code map, you will need to "check in" the code map.

If you try to logout of the system without checking back in the Code Map you will receive a warning before you logout.

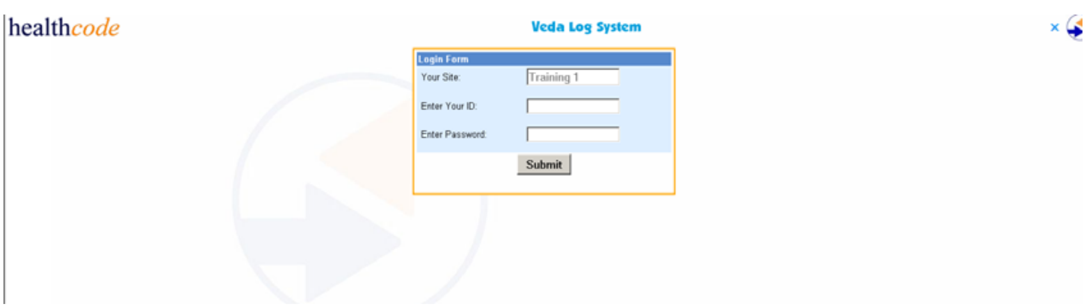
Error Logs

These can be accessed either when you have selected Secure Access or prior to logging onto the system**.**

Non-Secure Side

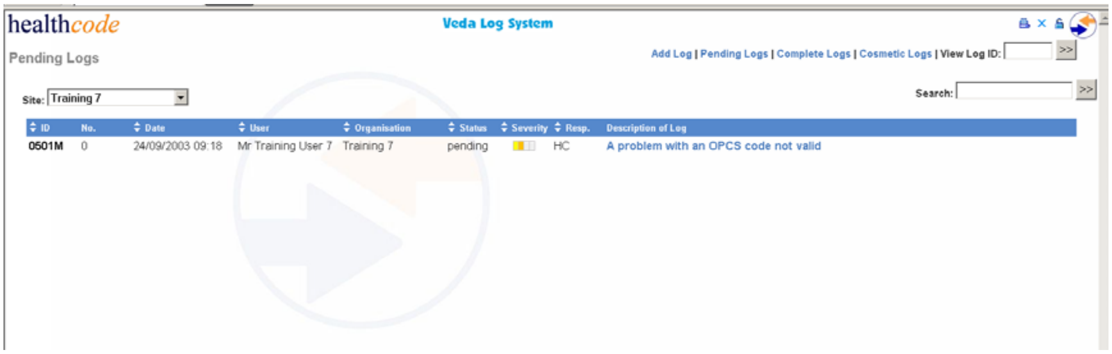


Click on Fault Logs. This is where you will log all calls regarding faults. The following screen will appear.

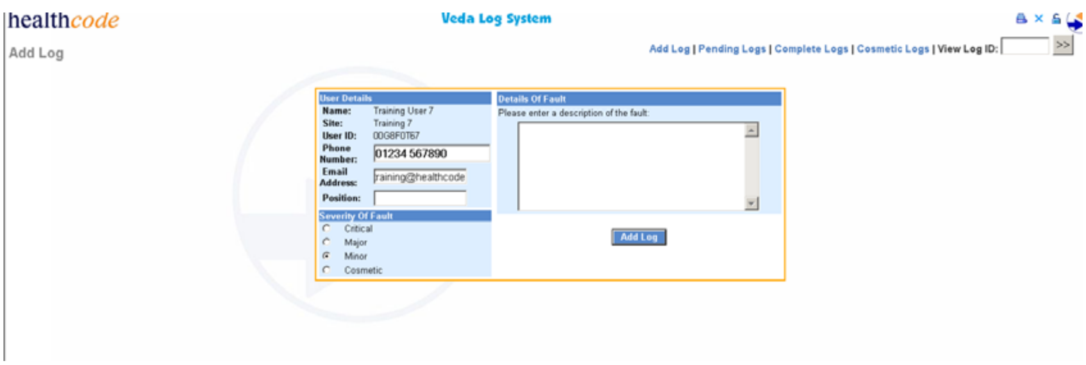


You will then need to select your site from the drop down arrow and complete all the fields then click on submit.

Once you have accessed the Logs the following screen will appear.



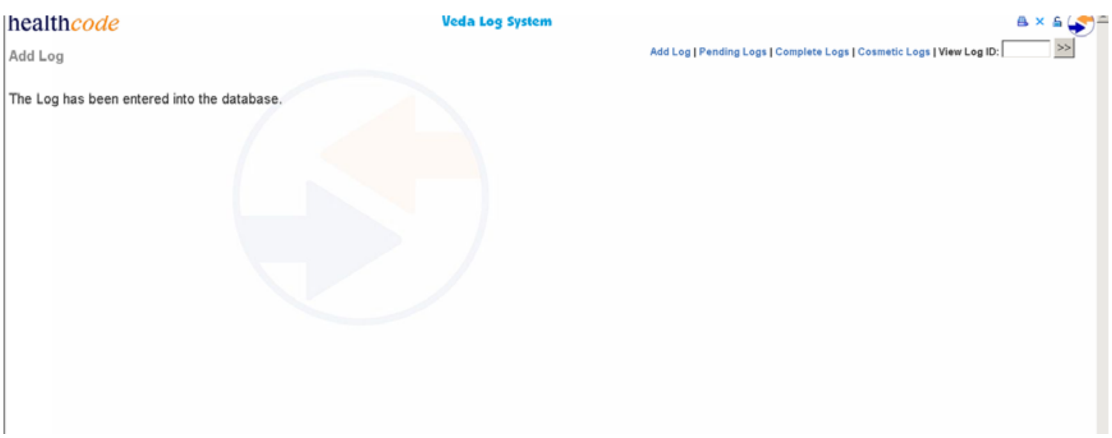
This list will show all Pending Logs and the headings are self-explanatory. If you wish to add a log you will click on Add Log in right hand side of screen. The following screen will appear.



This should be completed in the normal way. Ensuring you complete all fields. Selecting the Severity and given a detailed description or request.

Once completed click on Add Log.

The following screen will appear.



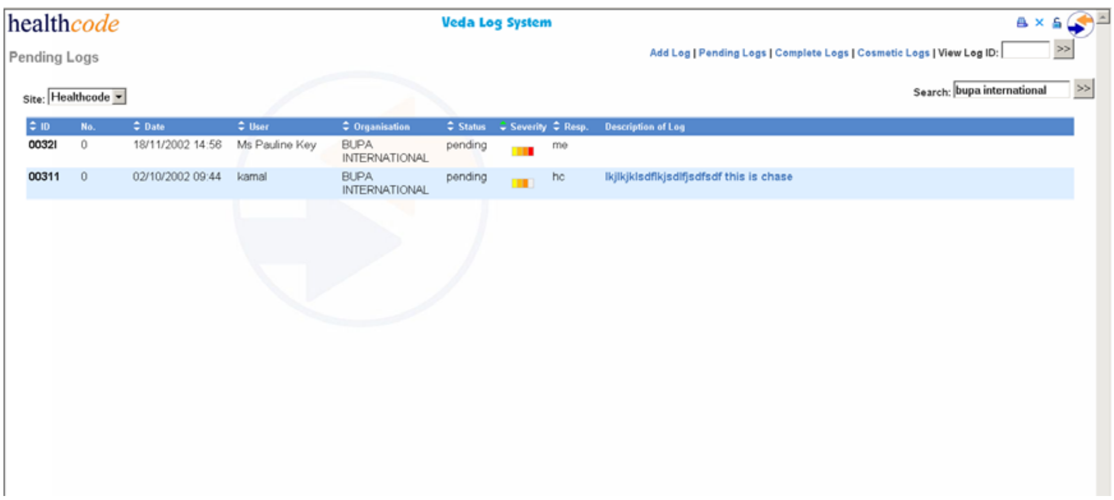
You can then select from one of the options in the right hand upper corner of the page. If you wish to view all Completed Logs you should select this and the list of completed claims will appear. If you know the ID of the log you can also search for this. The following screen will appear.



To go back you click on <<back.

You can also Search for a specific Organisation, User, Description or other specific data by typing in the Search field and clicking on the button with two arrows.

Once this request has been input the following screen will appear.



Error Logs – Secure Access

When in Maintenance click on Error Logs and follow steps from Page 28.

DATA PROTECTION

In order to comply with the Data Protection Act 1998 it is important that all insured members sign the Declaration and Consent on all Registration Forms and or Claim Forms. Failure to comply with this will contravene the Data Protection Act and could lead to your prosecution or that of your organisation.

Healthcode Contacts

Name	Email	Phone	Fax	Address
Healthcode Helpdesk	Helpdesk@healthcode.co.uk	01784 263 150	01784 263 155	Oak House Littleton Road

				Ashford Middlesex TW15 1US

Insurer Contacts

Name	Phone	Fax	Address
BUPA	08457 553333	0161 877 4385	Provider Services Anchorage 3 Anchorage Quays Salford Manchester M50 3XL
AXA-PPPh	Refer to Remittance Advice		Phillips House Crescent Road Tunbridge Wells Kent TN1 2PL
Norwich Union Healthcare Limited	02380 372241	02380 372479	The EDI Claims Payment Team Dept 9 Norwich Union Healthcare Limited Chilworth House Hampshire Corporate Park Templars Way Eastleigh Hampshire. SO53 3RY
Standard Life Healthcare	0845 6023453	0845 6020660	Wey House Farnham Road Guildford Surrey GU1 4XS
Royal & SunAlliance	Not Applicable	Not Applicable	Not Applicable
BUPA International	01273 323563	01273 820517	Russell Mews Brighton Sussex BN1 2NR